1 (b) Surveying a set of subject matter experts having

2   knowledge or experience relevant to the job to derive how

3   said characteristics relate to the job;

4 (c) Defining the job based on said surveying.

5   2.

6   The method of claim 1 wherein the characteristics are

7 related to behaviors.

8   3.

9   The method of claim 1 wherein the characteristics are

10 related to attitudes.

11   4.

12   The method of claim 1 wherein the characteristics are

13 related to behaviors and attitudes.

14   5.

15   The method of claim 1 wherein the characteristics are

16 related to beliefs.

17   6.

18   The method of claim 1 wherein the set of persons

19 comprises one or more persons.

20   7.

21   The method of claim 1 wherein the step of surveying

22 comprises providing a set of questions to the subject

23 matter experts, the set of questions being pre-correlated

24 to deriving the importance of said characteristics for the

25 particular job.

26   8.

27   The method of claim 1 further comprising preparing a

28 report based on the surveying.

29   9.

30   The method of claim 8 further comprising surveying a

31 potential applicant for said job to derive how said

32 characteristics relate to said potential applicant.

10.

The method of claim 10 further comprising comparing the surveying of the potential applicant with the surveying of the set of subject matter experts.

11.

The method of claim 8 further comprising surveying existing employees regarding said job to derive how said existing employee's demonstration of the said characteristics relative to said jobs.

12.

The method of claim 11 wherein the existing employees include the set comparing employees in said job, employees subordinate to said job, employees superior to said job, customers interfacing with said job, peers to said job.

13.

The method of claim 12 further comprising surveying a set of existing employees regarding said job to derive how said existing employees demonstrate said characteristics relative to said job.

14.

The method of claim 12 further comprising providing feedback to a said existing employee in said job based on the surveying of existing employees.

15.

A method for identifying competencies (soft skills) required for superior performance for a given job comprising:

determining a Set of Competencies;

presenting a Position Survey to one or more persons having prior familiarity with the position;

1   deriving performance criteria relative to said position

2   form the Position Survey;

3   reporting said performance criteria.

4   16.

5   An system for identifying competencies (soft skills)

6   required for superior performance for a given job

7   comprising:

8   A computer having a memory;

9   Software operatively associated with said computer and

10   memory;

11   The software generating a survey for one or more

12   incumbents in a given job or position, the survey being

13   based on a set of observable behaviors for performance in

14   jobs;

15   The software compiling answers to said survey and

16   generating a report that characterizes the job or position

17   based on the observable behaviors.

18

19   17.

20   The system of claim 16 wherein the software further

21   generates a survey for an applicant for said job or

22   position, the survey being based on the set of observable

23   behaviors.

24   18.

25   The system of claim 17 wherein the software further

26   generates a report characterizing the applicant relative to

27   the observable behaviors.

28   19.

29   the system of claim 18 wherein the software further

30   generates a survey for any of the set comprising incumbents

31   in the job or position, co-workers to the incumbent,

1 superiors to the incumbent, or subordinates to the

2 incumbent, the survey being based on the set of observable

3 behaviors..

4   20.

5   The system of claim 19 wherein the software further

6 generates a report characterizing the incumbent relative to

7 the survey of claim 19.